one touch | 602
one touch | 602D

Quick Start Guide

For more information about how to use the phone, please go to www.alcatelonetouch.com to download complete user manual (English version only). Moreover, from the website you can also consult FAQ (English version only).

SAR

www.sar-tick.com

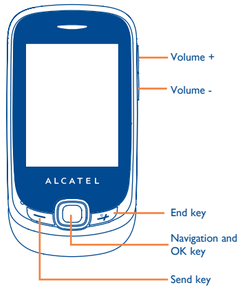
This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 22 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 1.5 cm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

ALCATEL onetouch

1 Your mobile.....



1.1 Keys

Send Key
- Access call log from idle
- Accept an incoming call
- To dial the number focused on the screen

End Key
- Power on/off (long press)
- Return back to idle from any other state
- Lock the screen (short press in idle screen)

Navigation keys (in idle screen):
- Up to Camera
- Down to Contacts

Central key
- Open Main Menu in idle
- Confirm/ok/select in other state

Volume keys (side keys)
- Adjust general volume (short press)

1.2 Main screen icons (1)

In one touch 602:

Battery charge level

Vibrate alert: your phone vibrates, but does not ring or beep.

Bluetooth status (Activated).

Bluetooth status (Connected to an audio device).

Headset connected.

Keypad locked.

Call forwarding activated: your calls are forwarded.

(1) The icons and illustrations in this guide are provided for information purposes only.

Alarm or appointments programmed.

Level of network reception.

Voicemail message arrived.

Missed calls.

Radio is on.

WAP alerts (1).

Roaming.

SIM card missing.

GPRS connection status (Activated).

GPRS connecting.

Sending a MMS.

MMS receiving.

Silence mode: your phone does not ring, beep or vibrate with the exception of the alarm.

SMS unread.

MMS unread.

Flight mode.

MicroSD card inserted.

In one touch 602D:

Call forwarding activated: your calls are forwarded.

Level of network reception.

Voicemail message arrived.

GPRS connection status (Activated).

GPRS connecting.

(1) Depending on your network operator.

2 Getting started.....

2.1 Set-up

Removing and installing the back cover

Removing and installing the battery

Inserting and removing the SIM card

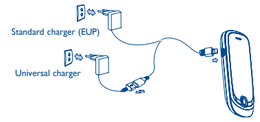
one touch 602

one touch 602D

Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.

one touch 602D, two SIM cards can be inserted. ❶ is for SIM1, ❷ is for SIM2.

Charging the battery (1)



Connect the battery charger to your phone and mains socket respectively.
- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery ( ).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; switch off Bluetooth when not in use; reduce the backlight time, etc.

The charge is complete when the animation stops.

2.2 Power on your phone

Hold down the key until the phone powers on.

2.3 Power off your phone

Hold down the key from the main screen.

(1) Depending on your country.

3 Calls.....

3.1 Making a call

Dial the desired number then press the key to place the call. For dual SIM model, you can select either SIM1 or SIM2 when you wish to place a call (1). If you make a mistake, you can delete the incorrect digits by pressing .

To hang up the call, press the key.

Making an emergency call

If your phone is covered by the network, dial emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

3.2 Calling your voicemail (2)

To access your voicemail, hold down the key.

3.3 Receiving a call

When you receive an incoming call, press the key to talk and then hang up using the key.

3.4 Available functions during the call

During a call, you can use your contacts, your calendar, short messages, etc. without losing your correspondent.

(1) one touch 602D only.
(2) Contact your network operator to check service availability.

4 Contacts.....

4.1 Consulting your contacts

To access the **contacts** from the main screen, press the key and select the icon from the menu.

For dual SIM model, the complete contacts of both SIM1 and SIM2 are available in this menu (1).

4.2 Adding a contact

Select the directory in which you wish to add contact, tap , add select "**Add contact**".

5 Messaging.....

5.1 Create message

From the main menu select "**Messaging**" to create text/multimedia message. For dual SIM model, you can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory (1). You can type a message and you can also modify a predefined message in **Templates** or customise your message by adding pictures, photos, sounds, titles, etc (only available while editing a MMS). While writing a message, select to access all the messaging options. You can save your messages that you send often to **Draft** or **Templates** (MMS only).

Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

(1) one touch 602D only.

6 Dialer.....

Enter the desired number from keypad directly or select a contact from contacts by tapping then press key to place the call. The number you entered can be saved to contacts by selecting . If you make a mistake, you can delete the incorrect digits by tapping .

To hang up the call, press the key.

7 Email.....

Your phone has an email client with the settings predefined for a few popular email services like – GoogleMail, Windows live, Yahoo, AOL, etc (1). Besides this, you can set up other POP3 or IMAP4 email accounts that you may be using.

8 Opera Mini.....

Not only does Opera Mini give you the full Web experience where you stay in touch with your friends, obtain information, do your online banking etc., but it is also designed to save time by using compressed web pages.

(1) Depending on your network operator.

English - CJB23A0ALAAA

9 Facebook.....

Facebook is a social utility that connects people with friends and others who work, study and live around them. It provides a number of features with which users interact, such as Wall, Pokes, etc.

To open an account online, please go to: http://www.facebook.com/.

10 mTweet.....

Twitter is a social networking and microblogging service that has gained notability and popularity worldwide. This feature enables phone users to exchange news updates and ideas with a community in the form of messages or posts. Posts are displayed on the author's profile page and delivered to the author's subscribers or followers.

To open an account online, please go to: http://twitter.com/.

11 Camera.....

Your mobile phone is fitted with a camera for taking photos and shooting videos that you can use in different ways:
- store them in your "**File manager\My photos**".
- send them directly by MMS, Email or Bluetooth.
- customise your main screen.
- select them as incoming call image to a contact in your directory.

12 Palringo (1).....

Palringo Instant messaging (IM) allows you to chat with other people using Palringo account. You can also connect to other popular IM services through Palringo, like Yahoo, AIM, GG, ICQ, Google talk, iChat etc. Please note that the services may be upgraded depending on your client version.

13 Image .....

A library links to the images in "**My photos**" in phone to be shown in list, slide, set as Wallpaper, Power on/off display, and Incoming call image, or sent by MMS, Email, Bluetooth.

14 Music .....

Access this feature from the main menu by selecting "**Music**". You will have full flexibility of managing music both on your mobile and memory card.

15 Video player .....

"**My videos**" album contains video clips recorded, received or downloaded.

(1) Depending on your network operator.

16 Radio .....

Your phone is equipped with a radio (1) with RDS functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

17 My friends .....

It migrates self-contained sub-trees of the websites to let you stay in touch with your friends by flicking through Friendster, Hi5, etc.

18 Settings .....

From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: **Phone settings, Call settings, Security, Network, Connectivity**.

Dual SIM settings (2)

- **Dual SIM activated** — Keep both of your SIM cards active.
- **Only SIM1 activated** — Only keep SIM1 active.
- **Only SIM2 activated** — Only keep SIM2 active.

(1) The quality of the radio depends on the coverage of the radio station in that particular area.
(2) one touch 602D only.

19 Call log.....

You can access your call memory by pressing from the idle screen, and you will see Outgoing call(s), Missed call(s) and Answered call(s).

20 Calendar .....

Once you enter this menu from the main menu, there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked.

21 Tasks .....

Enables you to easily manage and track the progress of a task with priorities. All the tasks will be sorted by due date.

22 Notes.....

You can create a note in text or voice format by accessing "**Notes**" from the main menu.

23 Calculator.....

Enter a number, select the type of operation to be performed, and enter the second number, then press "=" to display the result.

24 File manager .....

You will have access to all audio and visual files stored in phone or memory card in File manager. You can access a number of items with this option: **My audios, My images, My photos, My videos, Ebook, Other files, Phone, Memory card** and **Memory status.**

Installing and removing the memory card:

To release the microSD card holder, slide it in the direction of the arrow and lift it. Then insert the microSD card with the golden contact downward. Finally, turn down the microSD holder and slide it in the opposite direction to lock it.

25 Converter .....

Unit converter and Currency converter.

26 Stopwatch.....

The stopwatch is a simple application for measuring time with the possibility to register several results and suspend/resume measurement.

27 Ebook .....

A bookshelf contains the electronic books (.txt and .pdb file only). While reading the book, you may add bookmarks, or reach the text by searching words, phrases (**Options\Find**, **Options\Jump to**).

28 Clock .....

28.1 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature.

28.2 World clock

The World clock shows current local time and the time zone in different cities.

28.3 Time and date

Allows you to have settings of time and date, including 12/24h format.

29 Java .....

Your Alcatel phone may include (1) some Java™ applications and games. You can also download new applications and games to your phone.

29.1 Java applications

Select "**Java applications**" to launch applications.

(1) Depending on your network operator.

29.2 Download application

With this menu,you can download new applications and games to your phone.

29.3 Java settings

This menu allows you to manage Java settings, in which you may set Audio, Backlight, Vibration and Heap size.

29.4 Java network

This menu allows you to select the network for Java.

29.5 Trusted certificates

View detailed information of the trusted certificates supported by your phone.

30 WAP .....

Access Wap options: **Homepage, Bookmarks, Recent pages, Offline pages, Go to URL, Service inbox, Settings.**

31 Bluetooth™ .....

Access this feature by pressing to enter the main menu, then selecting "**Bluetooth**".

32 News .....

It is a huge time saver providing news updates from a website in a simple form. Once subscribed to a channel, it gives you the ability to track and manage all your favourite RSS content on your mobile phone at anytime, anywhere!

IP3593_602_602D_QG_Eng_GB_24_110621.indd 1
2011-6-21 Lynn 3:36:36

33 Weather [1] .....

Your phone is equipped with a weather function for consulting up to 3-day forecasts of favourite cities.

34 Services.....

Contact your network operator to check service availability.

35 Profiles.....

With this menu, you may personalise ringtones for different events and environments.

36 Making the most of your mobile.....

PC suite

You can download software upgrade for free from the website. The PC suite includes:

- **Backup/restore**

You can backup the important data in your mobile and restore them when needed.

- **GPRS modem**

Use your mobile phone to connect PC to the internet.

- **Multimedia Personalization**

Customize your mobile with images, animations and melodies.

- **Messages**

You can compose SMS/MMS easily on your PC and transfer them to your phone.

[1] Depending on your network operator.

Supported Operating Systems

Windows XP/Vista/Windows 7.

One Touch Upgrade

Using One Touch Upgrade tool you can update your phone's software from your PC.

Download One Touch Upgrade from ALCATEL website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software.

All personal information will be permanently lost following the update process. We recommend you backup your personal data using PC Suite before upgrading.

Webcam [1]

You can use your phone as a webcam for instant messaging on your PC.

- Connect your phone to PC via USB cable.
- Go to "**My computer**" folder on your PC and find USB video device.

37 Latin input mode

To write messages, there are two writing methods:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters associated with a key.
- Predictive with the eZi mode: this mode speeds up the writing of your text.

[1] The using of webcam may vary according to the operating system of your PC.

Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

- **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

- **CONDITIONS OF USE:**

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc).

The manufacturer's recommended operating temperature range is -10°C to +55°C.

Over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

- **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

- **BATTERY:**

Before removing the battery from your phone, please make sure that the phone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

- **CHARGERS**

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

- **RADIO WAVES:**

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

one touch 602:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth	0.986 W/kg
Body-worn SAR	GSM 900 + Bluetooth	0.824 W/kg

one touch 602D:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900 + Bluetooth	1.11 W/kg
Body-worn SAR	GSM 900 + Bluetooth	0.92 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 1.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information you can go to www.alcatelonetouch.com

Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 1.5 cm away from the body.

- **LICENCES**

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one touch 602/602D Bluetooth QD ID B016876

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General information .....

- **Internet address**: www.alcatelonetouch.com
- **Hot Line Number**: see "TCT Mobile Services" leaflet or go to our Internet site.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatelonetouch.com

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

CE 1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatelonetouch.com

Protection against theft [1]

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

[1] Contact your network operator to check service availability.

Telephone warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months [1] from the date of purchase as shown on your original invoice.

Batteries [2] and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months [1] from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one [1] month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,

[1] The warranty period may vary depending on your country.

[2] The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,

3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,

4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation…

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

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TCT Mobile Limited reserves the right to alter material or technical specification without prior notice.

Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use User Data Format and the One Touch Upgrade tool to perform phone formatting or software upgrading, (to perform User Data format, hold down volume up while simultaneously pressing the power on/off key). ALL User phone data: contacts, photos, messages and files, downloaded applications like Java games will be lost permanently. It is strongly advised to fully backup the phone data and profile via PC suite before doing formatting and upgrading.

and carry out the following checks:

My phone cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the phone or One Touch Upgrade to upgrade software.

My phone is frozen or has not responded for several minutes

- Restart your phone by pressing and holding the key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format to reset the phone or One Touch Upgrade to upgrade software.

My phone turns off by itself

- Check that your keypad is locked when you are not using your phone, and make sure power off key is not mis-contacted due to unlocking keypad.
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone or One Touch Upgrade to upgrade software

My phone cannot charge properly

- Make sure you are using an Alcatel battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

My phone cannot connect to a network or "No service" is displayed

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded

My phone cannot connect to the Internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box
- Make sure that the internet access service of your SIM card is available
- Check your phone's Internet connecting settings
- Make sure you are in a place with network coverage
- Try connecting at a later time or another location

Invalid SIM card

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Touch screen does not respond accurately

- Make sure your phone is not locked
- Launch touch screen calibration by pressing and holding the volume up or volume down key in idle

Unable to make outgoing calls

- Make sure you have dialed a valid number and press the key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in flight mode

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode

The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her name or number

I cannot find my contacts

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to phone

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the key
- Check the network strength
- Make sure that the receiver, connector or speaker on your phone is clean

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an Alcatel accessory

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted the country prefix when calling a foreign country

I am unable to add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories)

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**My numbers**"
- Try later if the network is busy

I am unable to send and receive MMS

- Check your phone memory availability as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server centre number or your MMS profile with your operator
- The server centre may be swamped, try again later

The flickering icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

I am unable to connect my phone to my computer

- Install Alcatel's PC suite first of all
- Check that your computer meets the requirements for Alcatel's PC Suite installation

I am unable to download new files

- Make sure there is sufficient phone memory for your download
- Select the Micro-SD card as the location to store downloaded files
- Check your subscription status with your operator

The phone cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users
- Make sure that the two phones are within Bluetooth's detection range

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request
- Extend the email auto-check interval for as long as possible
- Update news and weather information on manual demand, or increase their auto-check interval
- Exit background-running Java applications if they are not being used for a long time
- Deactivate Bluetooth when not in use

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